



Commonwealth of Virginia
Department of Transportation
CONTRACT PRINT

Run Date: 01/05/2006
Run Time: 12:03 PM

Page No. 1 of 3

Contract Description: TOLL COLLECTOR-POWHITE PARKWAY

Contract ID : 00000000000012998
Effective Date : 01/17/2006
Max Amount Per Contract : \$.00

Contract Begin Date : 01/17/2001
Contract End Date : 01/16/2007
Buyer : Elisabeth Mauney
Buyer Phone Nbr : 804/371-6727

Vendor Name : ABACUS CORPORATION
Address1 : 3114-A WEST MARSHALL ST.
Address2 :
Address3 :
Address4 :
City : RICHMOND
State : VA Zip Code : 23230

Vendor ID : 0000003566
Phone : 804/353-7271
Fax : 804/353-3476
Vendor Contact : Michael P. Brady
Vendor Contact Phone : 804/353-7271

Comments :

THE INTENT AND PURPOSE OF THIS SOLICITATION IS TO ESTABLISH A TERM CONTRACT FOR TEMPORARY PERSONNEL EMPLOYMENT SERVICES AS REQUIRED DURING THE CONTRACT PERIOD FOR THE JOB CLASSIFICATION LISTED FOR THE POWHITE PARKWAY EXTENSION, RICHMOND, VA. IN ACCORDANCE WITH THE SCOPE OF WORK.

THE UNIT PRICE IS THE BILL RATE.

THIS CONTRACT IS THE RESULT OF COMPETITIVE BIDS RECEIVED ON RFQ NO. 36169. ALL TERMS AND CONDITIONS OF THAT SOLICITATION WILL APPLY TO THIS CONTRACT.

THIS IS A TWO YEAR CONTRACT WITH FIVE SUCCESSIVE ONE-YEAR PERIODS, IF AGREEABLE WITH BOTH PARTIES.

CONTRACT ADMINISTRATOR - Tom Bridge - (804) 378-3406

ABACUS CONTACT PERSON: MICHAEL P. BRADY - VICE PRESIDENT, SOUTHERN REGION, 3114-A W. MARSHALL STREET, RICHMOND, VA 23230 PHONE: (804) 353-7271 (800) 325-3268 FAX (804) 353-3476
E-MAIL - mpbrady@prodigy.net

January 7, 2003 - ebm - Contract renewed for one year under the same terms and conditions. The CPI-W increase of 3.4% was approved and applied to the Hourly Bill Rate. The hourly pay rate was increased by 1.7%. The new hourly pay rate will be \$8.40 effective January 17, 2003. The contract provisions state that the Contract Employees receive a salary increase by half of the amount agreed upon.

July 1, 2003, a line item has been added to cover the 1% eVA transaction fee.
The Contract Modification Agreement has been signed and approved.

January 6, 2004 - ebm - Contract renewed for one additional year under the same terms and conditions. The CPI-W increase was approved for 3.2%. The hourly pay rate was increased by 2.4%.

February 11, 2004 - Contract Administrator is changed to read Debra Jolly - Phone No. (804) 755-7520.

January 10, 2005 - ebm - Contract renewed for one year under the same terms and conditions. The CPI-W increase of 2.9% was approved and applied to the Hourly Bill Rate. The hourly pay rate was increased by 1.45%. The new hourly pay rate will be \$8.72 effective January 17, 2005. The contract provisions state that the Contract Employees receive a salary increase by half of the amount agreed upon.

Effective September 1, 2005, two positions have been added to the contract in accordance with the Contract Modification Agreement No. 1 dated August 23, 2005. They are titled: Toll Facilities Supervisor (Richmond Toll Facilities) and Toll Supervisor.

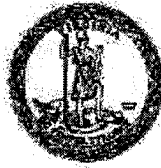
Contract Description: TOLL COLLECTOR-POWWHITE PARKWAY

Contract ID	:	00000000000012998	Contract Begin Date	:	01/17/2001
Effective Date	:	01/17/2006	Contract End Date	:	01/16/2007

January 5, 2006 - aka - Contract renewed for one year under the same terms and conditions. The CPI-W increase of 4% was approved and applied to the Hourly Bill Rate. The hourly pay rates were increased by 2%. The new hourly pay rates are effective January 17, 2006. The contract provisions state that the Contract Employees receive a salary increase by half of the amount agreed upon.

Line Nbr	Item Code	Make/Model	Item/ Category Description	UOM	Unit Price	Max Qty	Min Qty
1	9996480100		TOLL COLLECTOR, TEMPORARY SERVICES TOLL COLLECTION, TEMPORARY SERVICES	HR	11.4800	0.00	0.00
Comments :							
MINIMUM HOURLY PAY RATE: \$8.89							
Percentage of Markup - 26.5%							
2	9203724160		EVA TRANSACTION FEE NOT TO EXCEED \$500.00 FEES, NETWORKING SERVICES	EA	1.0000	0.00	0.00
3	9996480000		TOLL COLLECTION SERVICES TOLL COLLECTION, TEMPORARY SERVICES	EA	18.1000	0.00	0.00
Comments :							
Toll Facilities Supervisor (Richmond Toll Facilities)							
Hourly Pay Rate - \$15.30							
Percentage of Markup - 16%							
4	9996480125		TOLL COLLECTION SUPERVISOR, TEMPORARY SERVICES TOLL COLLECTION, TEMPORARY SERVICES	HR	15.6000	0.00	0.00
Comments :							
Toll Supervisor							
Hourly Pay Rate - \$12.24							
Percentage of Markup - 25%							

End of Report



COMMONWEALTH of VIRGINIA

DEPARTMENT OF TRANSPORTATION

1401 EAST BROAD STREET
RICHMOND, VIRGINIA 23219-2000
VirginiaDOT.org

January 6, 2006

GREGORY A. WHIRLEY
ACTING COMMISSIONER

RFQ No. 36169
Richmond District -Toll Collection
Operations
Powhite Parkway Extension and
Pocahontas Parkway

Mr. Michael P. Brady
Vice President, Southern Region
Abacus Corporation
3114-A W. Marshall Street
Richmond, VA 23230

Dear Mr. Brady:

We are pleased to accept your offer to renew the above contract for one additional year for Toll Collection Operations at our Powhite Parkway Extension and the Pocahontas Parkway, Richmond District (RFQ #36169).

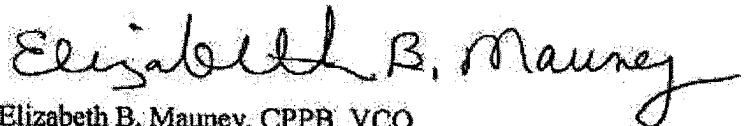
The renewals have been processed, however, you are required to execute and return to this office the enclosed Standard Performance Bond and Standard Labor and Material Payment Bond, each in the amount of \$100,000 and your Certificate of Insurance showing all employees are covered by Workmen's Compensation, General Liability, Auto Liability and Property Damage Insurance. The limits of insurance must not be less than \$500,000 per person and \$1,000,000 per occurrence for bodily injury. This certificate must also name the Virginia Department of Transportation as an additional insured and reference RFQ No. 36169. Also, please submit your Employee Dishonesty Coverage Form A - Blanket Insurance Policy naming VDOT as an additional insured and reference RFQ 36169. The Contractor agrees to maintain such policy until the completion of the contract and all money and property of the Commonwealth is remitted to the Commonwealth.

RFQ No. 36169
January 6, 2006
Page 2

These documents are to be sent to VDOT, 1401 E. Broad St., Richmond, VA 23219. Attention: Elizabeth B. Mauney no later than 4:00 pm, January 25, 2006.

If you are unable to comply with this request, please contact me at (804) 371-6727.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth B. Mauney". The signature is written in dark ink and is positioned above the printed name and title.

Elizabeth B. Mauney, CPPB, VCO
Contract Officer

Enclosures

I. SCOPE OF WORK

The Virginia Department of Transportation's Powhite Parkway Extension (herein referred to as PPE), is soliciting bids from potential firms to furnish **TOLL COLLECTION SERVICES** to supplement State employees in the collection and accounting of tolls on the Powhite Parkway in Chesterfield County, VA.

See: Class specification for the position, which describes qualifications and minimum requirements in Attachment A.

The PPE is seeking to obtain the services of a Contractor to provide the facility with multiple Toll Collectors. All positions (filled by the Contractor) are temporary/part-time status only, where minimum weekly hours are not guaranteed.

Normal working hours for contract toll collectors shall be defined (but not limited to), the following:

6:00 a.m. to 2:00 p.m.
7:00 a.m. to 1:00 p.m.
2:00 p.m. to 10:00 p.m.
3:00 p.m. to 11:00 p.m.
10:00 p.m. to 6:00 a.m.

The primary Contractor shall fill the position as soon as possible not to exceed seven days from the time of the job request. Contractor shall provide notification, by phone or fax, if the position cannot be filled within seven days. In the event the primary Contractor is unable to fill the job request, the Department of Transportation may cancel the request and place the request with the 1st alternate Contractor. A similar procedure will be followed with the 1st and 2nd alternates both being given seven days in which to fill the request. In the event the primary and alternates are unable to fill the request, the Department of Transportation may fill the requirement from other qualified sources. Depending on the length or type of assignment, interviews may be requested. VDOT reserves the right to reject any personnel based on job related factors.

II. SPECIFICATIONS:

1. See Attachment A, for the Toll Collector position responsibilities. The Contract toll collectors shall comply with all PPE operational procedures, per the attached.
2. The Contract toll collector shall be employed by the Contractor. The Contractor shall be responsible for payroll taxes, worker's compensation, payroll reports and other Federal and State employment requirements for their personnel.
3. All Contract employees must be 18 years of age or older and shall have exclusive dependable transportation to travel between the main toll plaza located at 0.5 miles west of Courthouse Road (Rt. 653) on Rt. 76 south, to the outlying ramp tollbooths located at Rt. 653 - Courthouse Road and Rt. 60 - Midlothian Turnpike. Toll Collector mileage traveled will be paid at the current State reimbursement rate. Travel distance represents the miles from the main administration building to location of work and return. Employees shall be capable of carrying a cash tray weighing 20 lbs., as well as extra funds weighing as much as 25 lbs.
4. The PPE will provide operational supplies (i.e. uniforms, manuals, locks, etc.) to the contractor for issue to the contracted toll collectors. These supplies shall be returned to the facility by the contractor, after the assignment ends. The contractor shall be liable for any/all operational supplies not returned within 10 business days of notification of termination of assignment. In addition, the contractor shall be liable for any and/or all contract Toll Collector's monetary

shortages and shall be made payable to PPE within 10 days of notification. Payments for monetary shortages and operational supplies shall be separate instruments drawn on contractor's account, and made payable to the PPE within the above stated periods.

5. The Contractor will be provided with *weekly timesheets* by PPE for each contract employee. These timesheets will indicate contract employees' hours worked and will be forwarded on a weekly report each Monday by 12:00 noon, with the exception of when a holiday falls on a Monday, whereby the report will be forwarded the next business day. Hours worked will be verified on a daily basis by a VDOT Superintendent or his/her designee.
6. The Contractor shall be responsible for related costs to secure a criminal background check on all employees assigned to the PPE. The results shall be furnished to the PPE within the first 3 weeks of the employees' assignment.
7. The Contractor shall furnish the PPE with a DMV record of each contracted employee, 24 hours prior to commencement of training. DMV record shall be dated at most five working days prior to training with a status of "Current."
8. The Contractor is expected to develop and maintain a working knowledge of the Toll System and its components. At a minimum, they should develop a knowledge equal to that taught in Toll Collector Training.
9. The Contractor shall/must be reachable by pager or cell phone 24 hours a day, 7 days a week. The contractor shall provide PPE a schedule of a contact person who will be available to VDOT management by phone or pager. This point-of-contact shall be knowledgeable, and empowered to resolve after hours personnel issues, and to respond to emergencies.
10. All contract employees shall be fluent in the English language, both verbally and in writing. Contract employees shall be able to readily comprehend and appropriately respond to, spoken instructions and requests.
11. PPE personnel will provide two eight (8) hour days of training for all new contract employees. The cost of this training shall be the responsibility of the contractor. VDOT will reimburse the contractor for the hourly bill rate paid to each trainee after that employee completes 90 calendar days of successful service as a Toll Collector. If, during the 2 day training, the PPE management is not satisfied with the performance of any contract trainee, PPE reserves the right to remove the employee. The contractor shall then make prompt arrangements for a suitable replacement.
12. All present contract (Toll Collection) employees shall be given the opportunity to continue working for the PPE. In order to continue their assignments, the worker must be employed with the new contractor no later than 45 days from the date the new contract starts. The present contract employees will maintain their current pay rate until the end of the grace sign up period; their salary will then adjust to the new contract amount. By submitting their bid, the contractor agrees to accept these employees.
13. Contract personnel assigned to work for VDOT under this contract must be paid at least the minimum hourly rate of \$8.25 per hour. The award will be made on the bill rate. The difference between the bill rate and the minimum pay rate shall be deemed the "percentage/markup". VDOT has the right to offer a temporary employee a higher rate that would be commensurate with work experience. An employee pay rate increase will reflect a new bill rate calculated by adding the percentage/markup (determined by the bid response) to the new rate for that position. Percentage/Markup will apply to any/all changes to an employee pay rate.

(For Example) Employee Pay rate \$ 8.25/hr
Bidder Bill Rate of \$ 9.24/hr
Percentage/markup = 12%

VDOT offers contract employee \$8.75/hr
(plus) 12% percentage/markup = \$1.05/hr

Total bill rate, per employee pay raise = \$ 9.80/hr

For any hours worked by toll collectors in excess of 40 hours, the Contractor will be paid at the bill rate, hour for hour. The Contractor shall pay to the Toll Collector any overtime, in accordance with the Fair Labor Standards Act, which may arise due to contract personnel shortages. Overtime is considered any time in excess of 40 hours during a seven-day period, generally Sunday through Saturday.

14. The Contractor shall be liable for mishandling of any State property. If any contract employee uses VDOT equipment or resources in an unauthorized or negligent manner resulting in a financial loss to VDOT, e.g. unauthorized phone calls, loss of keys, etc., the contractor shall be required to reimburse VDOT for the cost of replacement. Similarly, the Contractor shall be liable for loss of State funds by its employees, due to theft, negligence, etc.
15. The PPE shall have the right at any time to refuse or determine as unacceptable, any personnel referred by the contractor - based on job related factors.
16. In the event that a Contract employee is injured on the job, the contractor shall have a designated Contract Coordinator, or other representative, respond to the hospital or treatment facility. This representative shall complete required paperwork and assist the injured employee with transportation notification of family, and other logistical matters. The representative shall assist VDOT and public safety personnel with any investigation arising from the injury. Contractor to supply VDOT with forms necessary for reporting minor injuries.
17. The PPE shall assign and identify to the Contractor, the persons who are authorized to request a replacement employee. A purchase order from VDOT authorized personnel shall constitute a job request. The contractor shall commit to a purchase order as soon as possible (not to exceed (5) work days) confirming the availability of a shift employee and employee must report as specified by the requestor. Placement and deployment of staff is the responsibility of the superintendent.
18. In the event of a personal illness or any other unanticipated factor, which may cause a Contract toll collector to be absent from work, it is the responsibility of the contract toll collector to notify PPE within two hours of the start of their shift.
19. In the event that a contract toll collector resigns, a minimum of two weeks notice is required.
20. All contract toll collectors shall report to duty as scheduled during weekends, holidays and inclement weather.
21. Request for scheduled time off (non-emergency) shall be requested 72 hours in advance.

III. INSTRUCTIONS TO BIDDERS:

GENERAL INFORMATION

For the purpose of this solicitation, each firm receiving this invitation for bid is referred to as a "bidder" and the Bidder awarded the contract to supply service is referred to as a "Contractor". This invitation for bid states the instructions for submitting bids; the procedure and criteria by which will govern the contract between VDOT and the Contractor.

CLARIFICATION OF TERMS

If any prospective Bidder has questions about the specifications or other solicitation documents, the prospective Bidder should contact the buyer whose name appears on the front of the solicitation no later than five (5) days before the closing date. Any revisions to the solicitation will be made only by addendum issued by the Buyer.

MANDATORY PRE-BID CONFERENCE

A mandatory pre-bid/pre-proposal conference will be at 10:00 AM on November 28, 2000 at the Powhite Parkway Extension, 1/4 Mile South of Courthouse Road, Rte. 653 on Rte. 76S, Richmond, VA 23236. The purpose of this conference is to allow potential Bidders/Offers an opportunity to present questions and obtain clarification relative to any facets of this solicitation. Questions regarding directions may be directed to Technical Contact Mr. Terry Herbert at (804) 378-3401.

Due to the importance of all Bidders/Offers having a clear understanding of the specifications/scope of work and requirements for this solicitation, attendance at the pre-bid conference will be a pre-requisite for submitting a bid/proposal. Bid/Proposal will only be accepted from those Bidders/Offers who are represented at this bid/proposal conference. Attendance at the conference will be evidenced by the representative's signature on the attendance roster. No one will be admitted after 10:15 AM.

Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to solicitation. Mr. Terry Herbert will conduct the pre-bid conference.

IV. SPECIAL TERMS AND CONDITIONS

A. Bid Prices

Prices quoted shall remain firm for the first contract period.

B. AWARD OF CONTRACT

VDOT will make the awards on each individual job classification separately to the three lowest responsive and responsible bidders based on the hourly bill rate. No consideration will be given to overtime rates in the award. The lowest bidder for each job classification that is awarded a contract shall be considered the primary Contractor for that job classification. The second lowest bidder shall be considered the first alternate Contractor and the third lowest Bidder shall be the second alternate Contractor. Due consideration will be given to price, quality as judged by previous experience, and the ability of the Bidder to render required services. The Purchasing Office also reserves the right to reject any or all bids, in whole or in part, to waive informalities deemed in the sole opinion of the Procuring Public Body to be in its best interest.

C. TERMS OF CONTRACT

The term of the contract shall be for two (2) years starting January 1, 2001. The contract may be extended by VDOT for five (5) successive one-year periods under the terms and conditions of this section, if agreeable to both parties.

D. TERMINATION

If the Contractor fails to provide quality services in a professional manner and in accordance with applicable laws, regulation or bid provisions, solely as determined by VDOT, and does not correct the deficiency within a reasonable period of time (not to exceed seven (7) calendar days unless otherwise agreed to by both parties) VDOT reserves the right to terminate the contract by giving written notice to the Contractor. If VDOT no longer requires the services it may cancel the contract at any time, within 60 days notice to the contractor. Notice from the Administrative Services Division will give termination.

E. PRICE INCREASE/DECREASE

VDOT will consider price increases on additional period(s) do not exceed the price(s) quoted in the original contract adjusted in accordance with the increase/decrease of the "services" category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the previous twelve months and insures that the Contract Employees receive a salary increase by half of the amount agreed upon. Price increases may be permitted when factors affecting the market warrant and will be allowed only on the anniversary date of the contract. The Contractor should convey (in writing) its offer to extend the contract, any intentions to raise/lower prices to

the VDOT Administrative Services Office no later than 60 days prior to the current contract term's expiration date. Applications for price changes shall be substantiated in writing with the request. Documentation shall be supplied with the contractor's request for increase, which will show that the requested price increase is general in scope and not applicable just to VDOT and verify the amount or percentage of increased costs of providing this service. VDOT shall have sole discretion in its decision to extend the contract or allow price change. Since the term of this contract is for a two year period and may be extended by VDOT for five successive one-year periods, The Contractor will be allowed to request a CPI-W increase after the first contract year in accordance with the same terms and conditions followed when requesting an increase to extend the contract for another year.

F. SUBMITTALS

Return of entire pricing schedule is required. Modification of or additions to any portion of this solicitation may be cause for rejection of the bid. VDOT reserves the right to decide, on a case-by-case basis, at its sole discretion, whether or not to reject such a bid as non-responsive.

G. BID ACCEPTANCE PERIOD

This bid shall be binding upon the bidder for a period of 90 days after closing date

H. INVOICES

The Contractor will direct to the Powhite Parkway Ext., P. O. Box 36218, Bon Air, Virginia 23235 all invoices for services ordered, delivered and accepted. All invoices shall show the contract number and/or purchase order number, itemization of each employee and perspective bill rate, for each. Invoices shall be directed to the Toll Facilities Director of the Facility.

- L. INSURANCE, MONEY AND SECURITIES:** Contractor shall maintain a Broad Form Money and Securities Insurance Policy obtained from an insurance company licensed to conduct crime insurance business in the home state of the Contractor and which has earned an A.M. Best Company, Inc. rating of A or better, as reflected in their most current publication, covering all money and property entrusted to the contractor by the Commonwealth of Virginia, with limits of coverage of not less than \$10,000 for loss Inside the Premises Coverage and not less than \$10,000 for Loss Outside the Premises Coverage, naming the Commonwealth of Virginia as additional named insured with respect to this contract. Certificate of such protection must be presented to the purchasing agency prior to the start of the service showing name of insurance company, limits and type of coverage, term of coverage, additional insured provision and name and address of licensed insurance agent. The Contractor agrees to maintain such policy until the completion of the contract and all money and property of the Commonwealth is remitted to the Commonwealth.

J. LIQUIDATED DAMAGES

For each hour of delay after the prescribed shift has started, that the Contractor has not furnished the prescribed number of personnel, and it is necessary for PPE to fill the shift with VDOT Personnel, liquidated damages will be assessed (at the VDOT employees overtime hourly rate) for each hour of the shift not staffed with contract forces. Liquidated damages shall not apply to emergency requests. Payment to PPE for liquidated damages must be made to PPE no later than 30 business days from notification of occurrence.

K. AUDIT

The Contractor hereby agrees to retain all books, record, and other documents relative to this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The purchasing agency, its authorized agents, and/or State Auditors shall have full access to and the right to examine any of said materials during said period.

L. VALID DRIVERS LICENSE

All contract personnel shall have a valid vehicle operator's license and provide a current copy of their driving record. The validity of the license and the driving record must be approved by the

Contractor prior to the employee being sent to VDOT according to the guidelines in Attachment A.

M. METHOD OF PAYMENT

The Contractor shall be paid based on the invoice(s) that shall be submitted weekly. The invoices shall include the employee's name, dates and hours worked, and the hourly rate. Attached to the back of the invoice shall be a copy of the weekly time card.

N. QUANTITIES

Quantities set forth in this solicitation are estimates only, and the Contractor shall supply a bid price for actual quantities needed, regardless of whether such total quantities are more or less than those shown.

O. SUBCONTRACTS:

No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall remain, however, fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.

P. CLAIMS AND WORKSITE DAMAGES:

Any damage to existing utilities, equipment finished surfaces or other claims resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the Contractor's expense. Failure to properly respond to and resolve claims constitutes unsatisfactory performance and may result in cancellation of the contract.

Q. QUALIFICATION QUESTIONNAIRE

All bidders shall complete and return the attached Vendor Qualification Questionnaire. (Attachment B).

R. CERTIFICATION

Pursuant to Virginia Code 18.2-498.4, this firm hereby certifies that its bid, or any portion thereof, was not a result, or affected by any act of collusion with another person engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act.

S. PLACEMENT FEES

If a temporary employee submits an application for employment with any State Agency and is selected for employment, the Contractor shall not charge VDOT and placement fees.

T. IDENTIFICATION OF BID ENVELOPE

If a special envelope is not furnished, or if return in the special envelope is not possible, the signed bid should be returned in a separate envelope or package, sealed and identified as follows:

From _____	<u>December 13, 2000</u>	<u>10:30 AM</u>
Name of Bidder	Opening Date	Time
_____	<u>36169</u>	
Street or Box Number	RFQ No.	
Name of Contract Officer or Buyer	<u>Elizabeth B. Mauney</u>	

The envelope should be addressed as directed on Page 1 of the solicitation. If a bid not contained in the special envelope is mailed, the Bidder takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the bid to be disqualified. Bids may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other Bids should be placed in the envelope.

U. STANDARD PERFORMANCE BOND

The successful Bidder shall deliver to the purchasing office executed Commonwealth of Virginia Standard Performance and Labor Material Payment Bonds, each in the amount of \$100,000.00 with VDOT as obligee. The surety shall be a surety company or companies approved by the State Corporation Commission to transact business in VDOT. No payment shall be due and payable to the Contractor, even if the contract has been performed in whole or in part, until the bonds have been delivered to and approved by the purchasing office. Standard bond forms will be provided by the purchasing office prior to or at the time of award.

ATTACHMENT A

DISTINGUISHING FEATURES OF THE WORK

Complexity of Work: Performs work of moderate difficulty in accordance with established rules and regulations. Collects tolls; makes change; records classification of vehicles and axle count on an electronic computer; completes forms and deposit slips to account for cash received; and reports summary of collections. Oversees operation of toll equipment and report malfunctions to Plaza Supervisor. Provides quality customer service, gives travel data, directions and information to motorists. Reports accidents, unusual occurrences, and traffic problems to supervisor or state police. Assists customers with disabled vehicles; helps to redirect traffic; and uses safety vests, flares and cones in accordance with safety procedures.

Scope: Work affects the traffic flow passing through tollbooths and the accuracy of toll collection and recording.

Impact of Actions: Competent performance of duties in accordance with established rules and procedures facilitates the prompt, safe and efficient movement of traffic and provides motorists with assistance when needed. Failure to competently perform duties in accordance with established rules and procedures or inappropriately responding to emergency situations could seriously hinder the prompt, safe and efficient movement of traffic. Failure to courteously assist customers may result in ill will from the public and inconvenience or harm to the individual(s) involved.

Personal Contact: Ongoing contact with the general public in collection of tolls, revision of information and response to request for assistance.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge: Working knowledge of currency, simple mathematical computation and area roads.

Skills: Working skill in the operation of applicable electronic equipment.

Abilities: Demonstrated ability to communicate effectively both in writing and orally in the English language; to collect and count money; to make change; to perform simple mathematical computation; to complete forms; and to maintain records. Demonstrated ability to follow instructions, to work independently and to give simple instructions and directions.

QUALIFICATIONS GUIDE:

License verification: Current/Valid Drivers

Education or Training: Education or training in reading, writing, and mathematics sufficient to accurately exchange money, total collections, fill out forms, record data, follow simple instructions, and give oral directions.

Level and Type of Experience: Experience in handling money and providing customer service with the public.

An equivalent combination of training and experience indicates possession of the preceding knowledge and abilities may substitute for this education and experience.

ATTACHMENT B

VIRGINIA DEPARTMENT OF TRANSPORTATION

Vendor Qualification Questionnaire

Purpose: All vendors responding to this inquiry are required to complete this questionnaire.

1. Name of Business: Abacus Corporation
2. Type of Business: Proprietorship
(Check One) Partnership
 X Corporation
3. Name of Owner or Chief Executive Officer: Richard P. McGee, Sr.
Telephone No. 410-633-1900
4. How many years has the firm been in the business of performing the services called for in this inquiry?
56
5. How many persons are currently employed by the firm? 2,200
6. What licenses or permits does the firm possess that are applicable to performing the services required?
State of Virginia Business license # djs 11-1009
7. Is the firm currently removed from a vendor list or debarred from doing business with any Commonwealth of Virginia Agency? No If yes, explain.
8. Provide the name, contact person and telephone number of three customers which your firm has provided services of the same scope as those requested in this inquiry. We may contact these customers as references.

FIRM'S NAME	CONTACT PERSON	TELEPHONE
<u>VDOT DULLES TOLL ROAD</u>	<u>Davis WRIGHTEN</u>	<u>703-383-2699</u>
<u>VDOT CULPEPPER</u>	<u>Judy Mullins</u>	<u>540-829-7471</u>
<u>VDOT SALEM</u>	<u>ROGER EARLY</u>	<u>540-375-3557</u>

COMMONWEALTH OF VIRGINIA
POSITION DESCRIPTION

INSTRUCTIONS: This position description is an important document for determining the appropriate classification, pay range and performance standards for a position. Parts I and II are generally completed by the employee in the position with supervisory review. The shaded areas of Part I, however, should be completed by the supervisor or agency personnel officer. Part III is to be filled out by the immediate supervisor. Please be sure that the information on this form is accurate and complete. You may refer to the Position Description Brochure, "Here's How to Write a Position Description" for guidance in the completion of this form.

PART I: ORGANIZATIONAL INFORMATION

1. Name (first, last, middle):	2. Date:
3. Class Title: Toll Collector	4. Position Number:
5. Working Title if Different:	6. Agency: Va. Dept. of Trans.
7. Work Location and Code: Chesterfield County 041	8. Agency Code: 501
9. Title/Position Number of Supv. Toll Collections Supervisor # 18067	10. Organizational Unit: Powhite Parkway Extension

PART II: POSITION INFORMATION

11. <u>State the chief objective of your position in a brief statement:</u> To collect tolls and classify vehicles on automated electronic equipment, provide change, ensure safe and smooth traffic flow and provide quality customer service.
12. Prior to filling out the next section, think about the tasks and duties that you perform in your position. Consider the time you spend on the tasks and duties, how important they are to achieving the objective of your position, and the processes or ways in which you perform these tasks and duties. After considering these aspects of your position, state the tasks and duties that you perform in your position on page 2 of this form in this order: 1. State the most important duty first and finish with the least important duty. 2. Calculate the percent each duty requires of your total working time. Be sure these percentages total 100%. 3. Include all tasks, duties, and functions that you perform except those that occupy 2% or less time, unless you consider them very important.

PERCENT OF
TOTAL
WORKING TIME

WORK TASKS AND DUTIES

75%

Report to work to receive daily assignment to include toll collector, plaza supervisor assistant, lane monitor, etc. Gather proper equipment necessary for tour of duty to include toll collector ID card, uniform, lock, money tray, etc. Secure and verify cash fund issued and money bag for lane assigned. Report to assigned manual lane at main plaza or ramp to relieve toll collector from prior tour of duty and conduct shift change procedure to include status of equipment, condition of road, status of forms/supplies and unusual occurrences. When lane is reasonably clear toll collector on duty will clear their equipment and monies from the work area and start the relief procedures. Toll collector coming on duty logs into the Toll Collection System using their ID number and PIN. Ensures that they are logged into the system by verifying their ID number displayed on the MLT. Inspects lane and booth for safety and security. Prepares to give good quality customer service by: observing and evaluating vehicle entering lane for proper classification/method of payment (i.e. axle count, non-revenue, emergency vehicle, cash). Greet customer and verbally identify amount and method of payment. For Class 2 vehicles, classify the vehicle, collect toll and push method of payment button (US Travelers Checks, currency, PE-106, non-revenue card). For Class 3 vehicles and above, classify, collect toll and push method of payment button (cash, non-revenue card, PE-106). If customer does not have sufficient funds for toll utilize the Unusual Occurrence screen on the MLT to process an Unpaid Toll Invoice (PE-107) for completion, toll collector should ensure electronic PE-107 is accurate, to include the vehicle state and license number. Toll collector has patron sign one copy and gives unsigned copy to citizen. Toll Collector shall provide the correct information regarding repayment to the facility. Toll Collector will turn in all signed copies of PE-107 at the end of their tour of duty with daily work. When handling currency place/secure bill in full view of customer, give accurate change to customer by counting change back to customer giving in least number of currency/coin denominations possible. Give receipt if requested, give short, clear, precise directions when necessary and thank customer as they exit lane. All monies should be kept in a neat and orderly manner in cash drawer. Coins should be separated by type. Bills should be smoothed and facing the same direction. Continuous monitoring of electronic toll equipment is necessary to make sure it is functioning properly, and that all lights are working. Report any equipment mal-functions to supervisor. Monitor traffic flow, verify and report unusual occurrences, accidents, etc. to supervisor. Monitor cash and request change from supervisor when needed. When necessary to close a lane for such things as breaks, accident, equipment repair, etc. follow proper policies and procedures as outlined in toll collector manual. After sufficient funds are collected, mainline toll collectors shall return cash fund that was issued to them at the beginning of shift to supervisor, if possible, during 1st or 2nd break. Toll collectors at ramp locations shall return cash fund at end of tour of duty. Adhere to all State, VDOT and Powhite Parkway Extension policies and procedures. Maintain knowledge of surrounding area (major road, hospitals, etc.) in order to give good quality customer service and if not familiar with area, contact supervisor for additional information. Toll collector in

12. Continued

PERCENT OF TOTAL WORKING TIME	WORK TASKS AND DUTIES
10%	designated lane is required to relieve mainline or ramp toll collectors for assigned breaks. Maintain good open communications with supervisors, co-workers and public in order to provide quality customer service.
10%	Complete the following forms in a clear and legible manner as needed: Patron Receipt (PE-2), Irregular Transaction (PE-104), Unusual Occurrence Report (PE-105), Non-Revenue Passage (PE-106), Unpaid Toll Invoice (PE-107), Deposit Slip (PE-111), Report Envelope (PE-112), Record of Transactions Equipment Failure (PE-114), Receipt For Cash (PE-119) and Toll Attendant Mileage Reimbursement (PE-120). Place proper forms in Report Envelope (PE-112) to turn in to Supervisor at end of tour of duty.
5%	At the end of the shift, Toll Collector will make any necessary payoffs of cash fund to the Fiscal Assistant on duty, using the denominations requested if available. Count their deposit funds and separate by denomination/smooth out all bills so deposit totals can be verified by Supervisor through the bill counter. Log onto the Toll System Deposit screen utilizing proper protocol and enter the correct information as outlined in the Toll Collector Training Manual. Sign copies of deposit slip as required and turn in all documentation to the Supervisor.
5%	Make sure proper emergency equipment is readily available in booth or work area such as; fire extinguishers, flares, intercom/telephone and that they are working properly, etc. Attend monthly safety meetings. Promote and enforce compliance with all VDOT/Powhite Parkway Extension safety policies. Monitor road conditions i.e. ice, snow, potholes, dead animals and any other road hazards and report to supervisor. At main plaza toll collector notifies supervisor to come and escort customer across lanes of traffic when assistance is needed.
5%	Assist in training new toll collectors in proper policies and procedures for collecting tolls.

PERCENT OF
TOTAL
WORKING TIME

WORK TASKS AND DUTIES

100%

(Add Additional Pages if needed)

13. What work actions and/or decisions do you make without prior approval? To what extent do you receive advice and guidance from your supervisor? State examples of the type of supervisory advice and guidance that you receive as well as actions or decisions you make without prior approval.
Decisions on classifying vehicles/handling transactions and emergency situations. Advice and guidance is received daily.

14. List and explain the contacts you have both inside and outside the State Government, if any, as a routine function of your work. Do not list contacts with supervisors, co-workers, and subordinates.

PERSONS OR ORGANIZATIONS	PURPOSE	HOW OFTEN	INSIDE/OUTSIDE STATE GOV'T
Public	Greet and furnish customers with various travel data and information as requested. Emergency situations, accidents	Daily	Outside
State/County Police		As needed	Inside/Outside

(Additional Comments by Employee)

PART III: TO BE COMPLETED BY THE SUPERVISOR

15. Please review the employee's statements and comments for this position to ensure their completeness. State any additions and/or revisions.
None

16. What is the most important service or product you expect of the position described in this questionnaire? Explain.
Refer to #11

17. List the class titles, position numbers, and names of other employees under your direct supervision that have the same duties and responsibilities as this position.

CLASS TITLE	POSITION NUMBER	EMPLOYEE NAME
See organizational chart		

18. List what you consider to be the qualifications for entry into this position:

A. What knowledge, skills, and abilities should a new employee bring to this position?

Knowledge of currency and simple mathematical computations. Skill in operating electronic equipment. Ability to communicate effectively both orally and in writing; to collect, count, and be accountable for money; to maintain records; to work independently. Some experience in handling money and communicating with the public.

B. Special licenses, registration or certification:

Driver's License

C. Education or training (cite major area of study):

Experience and knowledge of toll collection procedures preferred. Some experience in handling money and communicating with public.

D. Level and type of experience:

An equivalent combination of education, training, or experience which indicates possession of the preceding skills and abilities may substitute.

PART IV: SIGNATURE LINES

19. We understand the above statements, and they are complete to the best of our knowledge.

Employee's signature _____ Date _____

Supervisor's signature _____ Date _____

20. Attach an organization chart showing this employee's position within your organizational unit.